



## Secure Web Portal Registration Information

### Provider Personal Identification Number (PIN) Letter Mailing

During the first week of September 2010, the initial Web Portal PIN Letters were mailed to Georgia Medicaid and PeachCare for Kids™ providers actively enrolled on or before July 31, 2010. These PIN letters were sent to the provider's "Mail-to" address on file. If you have not received your provider PIN letter by September 24<sup>th</sup>, or were enrolled for the first time or made changes to your provider "Mail-to" address after July 31, 2010, please contact EDI Services local at 770-325-9590 or toll-free at 877- 261-8785 for further assistance.

Note: For security reasons, the EDI Services team will not be able to fax, e-mail, or verbally provide the PIN over the phone. The PIN letter must be mailed to the provider's "Mail-to" address on file.

### PIN Letter Frequently Asked Questions (FAQ's)

**Question: I received a PIN Letter in the mail; however, I am not a Georgia Medicaid/PeachCare for Kids™ provider?** All active provider ID numbers in the current ACS system on or before July 31, 2010, were mailed a PIN letter during the first week of September 2010 using the "Mail to" address on the provider's file. It is possible that the address on the provider's file was not updated prior to this mailing thus, the reason you may have received this PIN letter in error. If you believe you have received a PIN letter in error, please contact the EDI Services team immediately to report this issue at 770-325-9590 (local), or 877-261-8785 (toll-free). The EDI Services team will deactivate these PINs immediately. We apologize for any inconvenience this issue may have caused.

**Question: I received a PIN Letter for a doctor who is no longer active in the Georgia Medicaid/PeachCare for Kids™ Program. What should I do?** If you received a PIN Letter for a provider who no longer participates in the Georgia Medicaid/PeachCare for Kids, you must complete a Provider Enrollment [Change of Information form](#). The form must be completed and signed listing the provider number that should be deactivated. Please submit one form for each provider number that needs to be deactivated and mail to the Provider Enrollment Unit, PO Box 105201, Tucker, GA 30084-5201. Please begin using the new HP Enterprise Services Provider Enrollment Post Office box on or after September 24, 2010.

**Question: I was told that I should have received my PIN letter to register for secure access to the Georgia Medicaid/Peach Care for Kids™ Web Portal; however, to date I still have not received my PIN letter in the mail. What should I do?** Prior to November 1, 2010, if you have not received your PIN letter, please contact EDI services at 770-325-9590 (local), or 877-261-8785 (toll-free). On or after November 1, 2010, if you have not received your PIN letter, please contact the Provider Contact Center at 800-766-4456 to verify your provider's "Mail-to" address on file. If the "Mail to" address is incorrect, please use the [Provider Change of Information form](#) to make corrections to the address. All address changes received in our Provider Enrollment Unit using this form, will be processed immediately so that the new PIN can be reissued to the correct provider "Mail to" address location. Please mail this form to our Provider Enrollment Unit on or after September 24, 2010 if you have not received your PIN letter. The Provider Enrollment mailing address is PO Box 105201, Tucker, GA 30084.



**Question: I am a new provider and will be participating in the Georgia Medicaid/PeachCare for Kids™ Program. I will need access to the secure Web Portal. Once I am approved to participate in Georgia Medicaid, will I receive my secure Web Portal PIN letter automatically?** Yes. If approved to participate in the Georgia Medicaid/PeachCare for Kids™ program, the Provider Enrollment Unit will issue a Medicaid/PeachCare for Kids™ provider ID. This will also automatically generate the provider's secure Web Portal PIN and it will be mailed using the provider's "Mail to" address on file with Provider Enrollment.

**Question: I enrolled or became active in the Georgia Medicaid/Peach Care for Kids™ Program on or after HP had already mailed out the Web Portal PIN Letters, is there any way that I can receive my PIN letter sooner than Nov. 1, 2010 (go-live) or will I have to wait until after conversion and go-live has occurred?** Unfortunately, those Provider IDs that were enrolled or became active in the Georgia Medicaid/Peach Care for Kids Program after July 31, 2010, must wait to receive their new MMIS Web Portal PIN in the mail after conversion has occurred or after (go-live) on November 1, 2010.